**GOVERNMENT OF KARNATAKA**

**BRUHATH BENGALURU MAHANAGARA PALIKE**

**Executive Engineer South zone**

# REQUEST FOR PROPOSAL FOR

**Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi.**

RFP-No:- **EEP(S)/e-portal/kppp /17/Call-2 2023-24 Date: 20-02-2024**

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## REQUEST FOR PROPOSAL (RFP) SCHEDULE

| | | |
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| 1. | RFP Reference No. | **EEP(S)/e-portal/kppp /17/Call-2 2023-24 Date: 20-02-2024** |
| 2. | Last Date and Time for uploading Online Queries in https://kppp.karnataka.gov.in: | **On 02-03-2024 Upto 3.00 P.M.** |
| 3. | Last Date and Time for uploading tenders in e portal https://kppp.karnataka.gov.in | **On 02-03-2024 Upto 4:00 P.M.** |
| 4. | Date and Time of Opening Tenders in the e-Portal : | **On 04-03-2024 at 4:30 P.M.** |
| 5. | Corrigendum Reference no | **EEP(S)/e-portal/kppp /17/Call-2 2023-24. Date: 27-02-2024** |
| 6. | Last Date and Time for uploading tenders in e portal https://kppp.karnataka.gov.in | **On 06-03-2024 Upto 4:00 P.M.** |
| 7. | Date and Time of Opening Tenders in the e-Portal : | **On 07-03-2024 at 4:30 P.M.** |
| 8. | Place of Opening of RFP | Online at https://kppp.karnataka.gov.in portal |
| 9. | Address for Communication | Office of the Executive Engineer Project South Division Bengaluru. |

Executive Engineer Project

South Bruhat Bengaluru
MahanagaraPalike

# SECTION I – LETTER OF INVITATION

## Bruhat Bengaluru Mahanagara Palike

Office of the Executive Engineer Project South, South Zone office complex, 9th main, 9th cross, Jayanagara 2nd block, Bengaluru - 560011
Contact No: 080-22975713' Email: eeprojectsouth@gmail.com

No**. EEP(S)/e-portal/kppp /17/ Call-22023-24.**
**Date: 20-02-2024**

INVITATION FOR TENDER (IFT)
(SERVICE TENDER)
(Through GOK **kppp.karnataka.gov.in** Portal Only)

The Executive Engineer (Project –South), BBMP, Bengaluru invites Bids on behalf of the Chief Commissioner, Bruhat Bangalore Mahanagara Palike for the following services from reputed Service Provider for the below work through e-portal **https://kppp.karnataka.gov.in**

| **Two Cover System** | | | | | |
|---|---|---|---|---|---|
| **S.no** | **Name of Work** | **Estimate Cost (In Lakhs)** | **EMD Amount** | **Cost of tender form Rs. (Non-refundable inclusive of all Taxes)** | **Term** |
| **1** | **Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi. (Category : Others)** | **30.00** | **60,000.00** | **kppp.karnataka.gov.in** | **11 Months** |
| 2 | Providing House Keeping & Security Maintenance to Kitturu rani chennamma stadium In ward no 196 (Old ward no169) | **50.00** | 50,000.00 | kppp.karnataka.gov.in | 11 Months |

| | | | | | |
|---|---|---|---|---|---|
| | Byrasandra.<br>**(Category : ST)** | | | | |
| 3 | Providing house keeping & security maintenance services to BBMP Buildings and Play grounds in ward no 197 (old ward no 179) Shakambarinagara. | **30.00** | 60,000.00 | kppp.karnataka.gov.in | 11 Months |

## Calendar of Events:

| | | |
|---|---|---|
| 1 | Last Date and Time for uploading Online Queries in https://kppp.karnataka.gov.in: | On 02-03-2024 Upto 3:00 P.M. |
| 2 | Last Date and Time for uploading tenders in e portal https://kppp.karnataka.gov.in | On 02-03-2024 Upto 4:00 P.M. |
| 3 | Date and Time of Opening Tenders<br>in the e-Portal : | On 04-03-2024 at 4:30 P.M. |
| 4 | As per Corrigendum | |
| 5 | Last Date and Time for uploading tenders in e portal https://kppp.karnataka.gov.in | **On 06-03-2024 Upto 4:00 P.M.** |
| 6 | Date and Time of Opening Tenders<br>in the e-Portal : | **On 07-03-2024 at 4:30 P.M.** |

The RFP is open to all Service Provider / Bidder / Participant in the e-procurement platform. The detailed RFP with the Bid document can be downloaded from the **https://kppp.karnataka.gov.in**

1. Request for Proposal (RFP) Document may be downloaded from the Government of Karnataka e-portal **https://kppp.karnataka.gov.in** under login for Service Provider / Bidder / Participant. After login to Service Provider / Bidder / Participant, please scroll down to the right side bottom to see List of Tenders, please click there to find the Details of Letter of Invitation and download copy of the RFP Document. The RFP Document can be downloaded in the Portal as per the prescribed Date and Time published in the Portal. Only interested Service Provider / Bidder / Participant who wish to participate shall remit online Transaction Fee for the RFP Document after registering in the Portal. The Transaction Fee is non-refundable.

2. Service Provider / Bidder / Participant can access RFP documents on the website, fill them and submit the completed RFP documents into electronic tender on the website http://eproc.karnatka.gov.in/ after submitting the EMD and tender processing fee in the form of e-payment. EMD of the unsuccessful bidders will be refunded only after issue of work order to successful bidder.
3. Any effort by the bidder to influence the client in the bid evaluation, bid comparison or contract award decision results in rejection of the Service Provider / Bidder / Participants bid.
4. A successful bidder will have to execute an agreement with Executive Engineer, (Project-South), BBMP Bangalore within 15 days upon receipt of intimation along with performance Security as per contract price in form of Bank Guarantee obtained from a Nationalized Bank / Scheduled Bank payable at Bengaluru. The bidder shall supply the man power with all earnestness within seven days from the date of issue of work order, failing in such cases the performance security will be forfeited by presuming that he is not interested in the work and action will be taken to get the work executed through alternate agency.
5. The Bruhat Bangalore Mahanagara Palike, Bangalore reserves the right to accept / reject any or all tenders without assigning any reasons.
6. Corrigendum/ modifications / corrections, if any, will be published in the website only.
7. Further details of work can be obtained in the office of the the Executive Engineer, Project- South Division, 9$^{th}$ Main, 9$^{th}$ Cross, Jayanagar 2$^{nd}$ Block, Bangalore 560 011 on all working days between 3.00 pm - 5:00 pm.
8. GOK e-portal **https://kppp.karnataka.gov.in** for registration and e-payment details contact e-protal Helpdesk at 080-8022631200, 080- 8046010000.

Sd/-

Executive Engineer

Project South

**Copy to :**

1. P S to Administrator to bring into the notice of the Administrator.
2. P S to Commissioner to bring into the notice of the Commissioner.
3. Special Commissioner (Projects) for kind information.
4. Joint Commissioner (South) for kind information
5. Engineer – in – Chief for kind information.
6. Chief Engineer (South) for kind information.
7. Chief Engineer East/West/Project-Central/ Road Infrastructure/ Lakes/ Rajarajeshwari Nagar / Bommanahalli /Dasarahalli /Mahadevapura /Yelahanka / SWD for kind information.
8. Superintending Engineer(South)/ East/West/South/Road Infrastructure/ Projects / Rajarajeshwari Nagar/Bommanahalli/ Dasarahalli /Mahadevapura / Yelahanka for kind information.
9. CAO / Chief Auditor for kind information.
10. I T. Advisor with a Request to publish the same in the BBMP Website.
11. All Executive Engineers with a Request to publish the same in the Display / Notice Boards.
12. Accounts Superintendent / Cashier for information for necessary action.

13. Public Relation Officer, BBMP for information and to publish in two leading Newspapers in Kannada and English.
14. Notice board/Office Copy.

Executive Engineer

Project-South

**BRUHATH BENGALURU MAHANAGARA PALIKE**

Dear Service Providers,

1. BBMP Executive Engineer Project South Division, invites Proposals under e-portal/kppp (Single cover system) **Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi** for a period of 11 months. More details on the Services are provided in the Terms of Reference.
2. The RFP is open to all service providers registered in India.
3. The service providers will be selected under Least Cost Selection (LCS) and procedures described in this RFP.
4. The RFP includes the following documents:

   Section 1 - Letter of Invitation

   Section 2 - Information to Service Provider

   Section 3 - Technical Proposal - Standard Forms

   Section 4 - Financial Proposal - Standard Forms

   Section 5 - Terms of Reference

   Section 6 - Standard Form of Contract.
5. The Financial Proposal of the Service Providers who are Submit all required proper documents qualified/responsive will only be opened through e-portal.

Yours sincerely,

Executive Engineer Project South Division.
BRUHATH BENGALURU MAHANAGARA
PALIKE

# SECTION II – INFORMATION TO SERVICE PROVIDER (ITC)

## 1. Introduction

The BBMP Executive Engineer Project South Division invites Proposals under eProcurement (e-portal/kppp (Single cover system) **Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi** for a period of 11 months. More details on the Services are provided in the Terms of Reference. The RFP is open to all service providers registered in India. The service providers will be selected under Least Cost Sele…ction (LCS) and procedures described in this RFP.

The Service Provider must familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the Assignment and on the local conditions, Service Provider are encouraged to pay a visit to the location before submitting a Proposal, and to attend a pre- proposal conference as per the RFP schedule. Attending the pre-proposal conference is optional.

Please note that the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the Assignment; and the Client is not bound to accept any of the Proposals submitted.

It is GOK's policy which require that Service Provider observes the highest standard of ethics during the execution of contracts. In pursuance of this policy, the GOK:

defines, for the purposes of this provision, the terms set forth below as follows:

"Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

"Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of GOK, and includes collusive practices among Service Provider (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive GOK of the benefits of free and open competition.

Will reject a proposal for award if it determines that the firm recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;

Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded GOK-financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a GOK-financed contract; and

Will have the right to require that, GOK to inspect Service

Provider’s accounts and records relating to the performance of the contract and to have them audited by audito rs appointed by GOK.

Service Provider shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by GOK in accordance with the above sub para.

Service Provider shall be aware of the provisions on fraud and corruption stated in the standard contract under the clauses indicated above and GCC.

Earnest Money deposit or Bid security

The Service Provider shall furnish Bid Security.

The Bid Security shall be paid in the e-portal/kppp Portal using any of the following payment modes:

a) Credit Card

b) Direct Debit

c) National Electronic Funds Transfer (NEFT)

d) Over the Counter (OTC). The OTC payment facility shall be available at designated ICICI bank branches for making payments from the dates of notification of IFB.

Confirmation of the receipt of the Bid processing fee and Bid Security in Government of Karnataka central pool A/c held at ICICI Bank shall be verified. If an acceptable Bid Security is not received then the https://kppp.karnataka.gov.in portal will not allow the bidder to submit its bid.

The Bid Security of unsuccessful Bidders will be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security.

The Bid Security may be forfeited:

a) if a Bidder

i) withdraws its bid during the period of bid validity specified by the Bidder on the Technical Bid Submission Form and extension of bid validity thereof;

b) if the successful Bidder fails to:

i) sign the Contract;

ii) Furnish a Performance Security.

EMD is not Exempted for MSME/SSI as per govt order FD/295/exp/12/2019 Dt 26/3/2019.

## 2. Clarification and Amendment of RFP Documents

Clarifications on the RFP may be uploaded online in https://kppp.karnataka.gov.inportal as per the RFP Schedule. Only Online Queries through https://kppp.karnataka.gov.inportal will be accepted. Queries sent through letters, emails or any other mode will not be entertained.

At any time before the submission of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a firm, modify the RFP documents by amendment. Any amendment shall be issued in writing as addendum/corrigendum. Addendum/corrigendum will be uploaded

in the Eportal only. The Client may at its discretion extend the deadline for the submission of Proposals.

## 3. Preparation of Proposal

Service Provider are requested to submit a Proposal written in the English language.

## Technical Proposal

In preparing the Technical Proposal, Service Provider are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested shall result in rejection of a Proposal.

While preparing the Technical Proposal, Service Provider must give particular attention to the following:

Service Provider Should not associate with the other Service Providers for this Assignment.

The estimated number of staff required for a period of 11 months, are as follows:

| **Sl.** | **Category of Staff** | **Numbers** |
|---|---|---|
| 1. | House Keeping Persons Security Guards | 07 |
| 2. | Security Guards | 04 |

"Alternative key staff shall not be proposed. The successful bidder shall submit details for each position."

The Technical Proposal should contain following documents, bidders should upload all the documents which is mandatory to continue for considering technical evaluation:

| | |
|---|---|
| 1. | Earnest Money Deposit (EMD) 60,000.00/- |
| 2. | Annual Turnover statement of three years 2020-21, 2021-22. 2022-23 certified by Chartered Accountant, bidder should meet one time the estimated valuei. 30.00 Lakhs. |
| 3. | GST registration certificate. |
| 4. | EPF registration certificate. |
| 5. | ESI registration certificate. |
| 6. | GST returns, ESI, EPF paid challans For one year 2020-21, 2021-22. 2022-23 |
| 7. | Labour Department registration certificate. |
| 8. | Certificate of Incorporation in case of Private Limited / Public Limited |
| 9. | PASARA license |
| 10. | Previous work Done certificates **04 Security guards and 07 House keeping persons or amount of Rs.23.50 Lakhs for providing security and House kepping persons** in any of the three financial years, i.e., 2020-21, 2021-22. 2022-23.<br>(Work Done Certificate) |

## Financial Proposal

The salary to the staff is fixed as per the labour department government of Karnataka minimum wages and VDA from 01-04-2023 to 31-03-2024 is as below

## 4. Submission, Receipt, and Opening of Proposals

The proposal shall be uploaded online in the https://kppp.karnataka.gov.in portal The bidder shall upload the proposals in the ePortal on or before the due date and time specified in the RFP Schedule.

The Technical Bids will be opened online in the https://kppp.karnataka.gov.in portal on the date and time as specified in the RFP Schedule. The Financial Proposal shall remain encrypted in the e-portal.

## 5. Proposal Evaluation

### General

From the time the proposals are opened to the time the contract is awarded, if any Service Provider wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in the RFP. Any effort by the firm to influence the Client in the Client's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Service Provider's proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, including its approval by competent authority is obtained.

### Evaluation of Technical or Financial Proposals

The evaluation committee appointed by the Client, evaluates the proposals on the basis of point system specified below. Each responsive proposal will be given a technical score ($S_t$). A proposal shall be rejected at this stage if it fails to achieve the minimum technical score 100.

| | |
|---|---|
| 1. | Earnest Money Deposit (EMD) 60,000.00/- |
| 2. | Annual Turnover statement of three years 2020-21, 2021-22. 2022-23 certified by Chartered Accountant, bidder should meet one time the estimated valuei. 30.00 Lakhs. |
| 3. | GST registration certificate. |
| 4. | EPF registration certificate. |
| 5. | ESI registration certificate. |
| 6. | GST returns, ESI, EPF paid challans For one year 2020-21, 2021-22. 2022-23 |
| 7. | Labour Department registration certificate. |
| 8. | Certificate of Incorporation in case of Private Limited / Public Limited |
| 9. | PASARA license |
| 10. | Previous work Done certificates **04 Security guards and 07 House keeping persons or amount of Rs.23.50 Lakhs for providing security and House kepping persons** in any of the |

| | |
|---|---|
| | three financial years, i.e., 2020-21, 2021-22. 2022-23.<br>(Work Done Certificate) |

**a)** The minimum technical score required to pass is: **80 points.**

b) If bidder fails to upload any of these documents bid will be rejected.

c) If Bidder fails to upload the documents as per the evaluation criteria, then zero points will be allocated.

d) All documents to be uploaded on e-portal only and physical submission of documents at a later date or on verification day will not be entertained

**Opening and Evaluation of proposals, Financial Proposals; Ranking**

After the technical evaluation is completed, the Client shall mark the proposals in e-Procurement Portal, which did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, as rejected. The Client shall open those financial bids in the e-Procurement portal, who have secured the minimum qualifying mark in the technical evaluation.

The financial bids shall be opened online in the e- portal/kppp.

The Client will select the bidder who has quoted lowest service charge per person.

If multiple bidders quote same service charges, then in the presence of all the qualified bidders, lottery method will be followed to finalize the L1 bidder, this will be final and binding.

The selected Service Provider will be invited for negotiations if required.

The bidder should pay and ensure that minimum wages as per labour act is paid to its employees. The ESI, PF and Bank transfer details of its employees should be provided.

The evaluation committee will determine whether the Financial Proposals are complete, correct any computational errors.

## 6. Negotiations

Negotiations will be held at the address indicated in the RFP schedule. The aim is to reach agreement on all points and sign a contract.

Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff (no breakdown of fees) nor other proposed unit rates.

The negotiations will conclude with a review of the draft form of the contract. To complete negotiations the Client and the Service Provider will initial the agreed contract. If negotiations fail, the Client will invite the firm who has quoted the second lowest price for negotiations. The process will be repeated till an agreed contract is concluded.

## 7. Award of Contract

The contract will be awarded following negotiations. After negotiations are completed, the Client will notify other Service Provider on the shortlist that they were un successful in the E portal only and return the Financial Proposals /EMD if any of those Service Provider who did not pass the technical evaluation.

The tentative date of Assignment is from work order issued.

Within 15 days of receipt of Notification of Award, the successful bidder shall submit the Details of Staff deputing of all the manpower proposed for deployment at the Client's locations. The Client shall review the details of all the manpower proposed by the successful bidder. The successful bidder shall post the manpower at site only after receiving approval of the Client. Once manpower is approved by client, the said resources may start the work. However, in case of any unsatisfactory performance by an resource at any point of time during the period of the contract, the client may ask for replacement and

the successful bidder shall provide the replacement within 7 days. No reasons are mandatory from client end and the associated cost of replacement shall not be borne by the client. Any failure in replacement on compliance may lead to action as per the agreement.

Within fifteen (15) days of the receipt of notification of award from the Client, the successful Bidder shall furnish the Performance Security (3% of Tender amount). The Purchaser shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders through https://kppp.karnataka.gov.in

Failure of the successful Bidder (L1) to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder (L2) if it matches Successful bidder rates, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

If there is any typographic error of the bid amount mentioned between words and figures the lower figure among the two will be considered as bid amount

## 8. Confidentiality

8.1. Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Provider who submitted the proposals or to other persons not officially concerned with the process, until the winning Service Provider has been notified that it has been awarded the contract.

## 9. Purchaser's right to vary Quantities at Time of Award

9.1 The Purchaser reserves the right at the time of Contract award to increase or decrease by up to 25 % of the quantity, manpower requirement in this case, without any change in unit price or other terms and conditions.

## 10. Purchaser's Right to Accept Any Tender and to Reject Any or All Tenders

The Purchaser reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected Tenderer or Tenderers

## 11. Bidders will be debarred as per the KTPP act.

## 12. Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority.

## 13. Period of Validity of Tenders

Tenders shall remain valid for 90 days after the deadline for submission of tenders prescribed by the Purchaser. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The earnest money deposit provided shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

# SECTION III – TECHNICAL PROPOSAL – STANDARD FORMS

# 1. Technical Proposal Submission Form

*[To be submitted on company letter head]*

Date: …./…./……..

To,

Executive Engineer
Project South
Division

Dear Sir/Madam,

**RFP Ref. No.**

**Subject: Technical / Financial Proposal for Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi.**

We, the undersigned, offer to **Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi** for the above in accordance with your Request for Proposal vide no. …… dated …./…./…….. We are hereby submitting our Proposal which includes this Technical Proposal and a Financial Proposal.

If negotiations are held during the period of validity 90 days of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any Proposal

you receive. We remain,

Yours sincerely,

| | |
|---|---|
| Authorized Signature: | Name: |
| Title: | |
| Company Seal: | |
| | |
| | |

## 2. Details of Service Provider'

| Sl. | Particulars | Details |
|---|---|---|
| 1. | Company Name | |
| 2. | Address of Registered Office | |
| 3. | Contact Details | Landline<br>Mobile<br>Fax<br>Email |
| 4. | Director / CEO details | Name<br>Landline<br>Mobile<br>Fax<br>Email |
| 5. | Authorized Signatory for this RFP | Name<br>Landline<br>Mobile<br>Fax<br>Email |
| | | [Bidder should submit ***Power of Attorney*** authorizing to submit proposal and to represent the company for this RFP] |
| 6. | Branch Offices | Sl. City State Address Landline<br>1.<br>2. |
| 7. | Total Number of Staff Employed on bid submission date | Sl. Designation No of Staff Employed 1.<br>2.<br>Total |

| | |
|---|---|
| Authorized Signature: Name:<br>Title:<br>Company Seal: | |
| | |
| | |

## 3. Service Provider/s references

*[Relevant Services Carried Out in the Last three Years that Best Illustrate Qualifications]*

Using the format below, provide information on each reference assignment for which your firm/company was legally contracted.

| **Sl.** | **Particulars** | **Details** |
|---|---|---|
| 1. | Assignment Name | |
| 2. | Client Name | |
| 3. | Client Address | |
| 4. | Client Contact Details | |

| **Name** | **Designation** | **Mobile** | **Email** |
|---|---|---|---|
| | | | |
| | | | |

| | |
|---|---|
| Contract Start Date | |
| Contract Completion Date | |
| Contract Period | |

| | |
|---|---|
| Authorized Signature: | Name: |
| Title: | |
| Company Seal: | |

## 4. Comments and suggestions on the Terms of Reference and on data services, and facilities to be provided by the Client

| Sl. | Particulars | Comments and Suggestions |
|---|---|---|
| 1. | Terms of Reference<br>Data, services & facilities to be provided by the client | |
| 2. | | |

| | |
|---|---|
| Authorized Signature: | Name: |
| Title: | |
| Company Seal: | |
| | |
| | |

## 5. Description of the methodology and work plan for performing the assignment

The Service provider should submit detailed proposed work plan and methodology, on how they are going to implement and monitor the staff. Brief Note on Following:

- Manpower Deployment in time after the contract award.
- Supervision & Monitoring of staff.
- Replacement Time.
- Training schedules to staff.

| | |
|---|---|
| Authorized Signature: | Name: |
| Title: | |
| Company Seal: | |
| | |
| | |

## 6. Format of Annual Turnover Statement

*[To be printed on letter head of Chartered Accountant.] [Should be duly signed and certified by Chartered Accountant]*

The Annual Turnover of M/s _____ during the past three years is given below.

| Sl. | Financial Year | Turnover (in lakhs) |
|---|---|---|
| 1. | 2020-21 | |
| 2. | 2021-22 | |
| 3. | 2022-23 | |

We certify that the above turnover statement is true and correct.

| | |
|---|---|
| Signature of Chartered Accountant Seal of Chartered Accountant Registration Number Name of Chartered Accountant UDIN | |
| Date | |
| Place | |
| | |
| | |
| | |
| | |

## 7. Format of Affidavit

*[To be submitted by bidder's authorized person on Stamp Paper of Rs. 200/-] [The affidavit shall be notarized]*

AFFIDAVIT

This affidavit is executed by M/s ..... on day ____, Year ____, having its registered office at ..... .....for the Request for Proposal of BRUHATH BENGALURU MAHANAGARA PALIKE for ..... vide reference no. .....dated ..../..../.....

We / I hereby declare and undertake on oath as follows:

1. We / I that all the information, documents, testimonials, certificates, curriculum vitae, etc., submitted by us for the above-mentioned proposal are all correct and genuine.
2. We / I declare that the Purchase Order, Invoices, Certifications, proof of payment, Certificates, etc. submitted by us are correct and genuine.
3. We / I declare that our firm / company M/s. ..... is not blacklisted or de-registered by any Government / Quasi Government / other organization.
4. We / I declare that we / I will not default in the submission of Tax Deducted at Source (TDS), Provident Fund, ESI, etc.
5. We / I declare that we / I will not violate any of the provisions of the Indian Labour Law.
6. We / I are aware that if one or more of the above declarations and undertakings are found to have been violated/breached, then We / I shall be blacklisted by BRUHATH BENGALURU MAHANAGARA PALIKE for the period of five years.

Identified by me:

Deponent

Advocate Name:

Title:

Company: Date:

Place:

# SECTION IV – FINANCIAL PROPOSAL – STANDARD FORMS

## 1. Financial Proposal Submission Form

(Not Used)

**Note:should be quoted in the https://kppp.karnataka.gov.inportal only.**

# SECTION V – TERMS OF REFERENCE (TOR)

## 1. Background

The RFP is being published for the outsourcing of Providing house keeping services Yediyur complex, Vajapayee ground, Dialysis centre, Primary health centre, Badminton court, Ambara Chumbana, Mahila Mandali and tailoring centre etc., New ward no 200 (Old ward no 167).

## 2. Concise Statement of Objectives

This RFP is being published to appoint the service provider to provide Security guard and House Keeping Persons on outsourced basis for a period of 11 months, **Providing house keeping & security maintenance services to Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi An Outline of the Tasks to be Carried Out (Scope of work)**

1. The Service Provider shall be responsible for providing the requested number of Security guard and House Keeping Persons should meet the prescribed minimum qualification and experience as detailed in technical proposal section.
2. The Security guard and House Keeping Persons shall perform the duty assigned to them from time to time.
3. The Security guard and House Keeping Persons shall take utmost care, that they are required to use in the discharge of their duties and responsibilities.
4. The Security guard and House Keeping Persons shall not indulge in any corrupt practices in discharge of their duties and responsibilities.
5. The Security guard and House Keeping Persons deployed by the Service provider shall conduct themselves with dignity and maintain the decorum of the institutions where they are posted. They must discharge their duties in a professional manner.
6. Security guard and House Keeping Persons shall work in as per instructions of higher authority related to scope of work throughout the contract period.
7. The Service Provider shall ensure that the Security guard and House Keeping Persons deployed should meet the prescribed qualification and experience and also get the credentials (character and antecedents) of the Security guard and House Keeping Persons verified by the police and obtain reports thereof.

8. The Service Provider shall submit to the Employer the list of Security guard and House Keeping Persons deployed by him along with proof of meeting prescribed qualification and experience, medical certificate, police verification of character and antecedents, personal details such as names of parents, address (temporary and permanent), telephone number if available for record by the Employer, Aadhaar card, Bank Account details with the first bill.

9. The location/deployment of the manpower has to be approved by the head office, BBMP. The client may submit draft proposal but final decision is to be of BBMP Hon'ble Chief Commissioner.

10. In case of long (more than 7 days) and unauthorized absence of 2 or more days the Security and House Keeping Persons the Service Provider shall take immediate steps for replacement to ensure that the work of the BBMP will not Suffer. Action shall be taken within 7 days.

11. The Service Provider will be responsible to ensure maintenance of Office decorum and discipline by the Security guard and House Keeping Persons provided by him. In case of persistent misbehavior of any of the Security guard and House Keeping Persons the Service Provider shall provide a replacement on receipt of complaint by the Employer.

12. Senior Officer of the Service Provider should visit the Office of the Employer at least once in a month and check the working of their Security guard and House Keeping Persons.

13. The Security guard and House Keeping Persons employed by the Service Provider will be in the employment of the Service Provider only. They will not have any claim what so ever in case of filling of regular posts, if any, by BBMP

14. If Security guard and House Keeping Persons provided by the Service Provider to the BBMP are found to be indulging in any undesirable or unfair activities in the Office premises, the Service Provider will solely be responsible for all the consequences, apart from, liberty of the employer to lodge a complaint before appropriate authorities.

15. The Security guard and House Keeping Persons deployed by the Service Provider shall be covered as per applicable Act and Rules under the ESI, PF, Gratuity and Bonus.

16. The Service Provider shall extend all benefits including leave accruing to them under the various applicable Labour Laws.

17. The Service Provider shall comply with all the requirements of the various applicable law, Acts and Rules and shall obtain required licenses, permissions, and maintain all the registers and documents as required by law and also submit periodical returns as required to the appropriate Authorities with a copy to the Employer for record. It is also his responsibility to ensure compliance of any requirement as may be prescribed by the Employer. The Service Provider shall be solely responsible for any damages, fines or other action due to failure or lapses of any of the Security guards deployed by the service provider.

18. The Service Provider shall pay the Security guard and House Keeping Persons at the rates as may be notified by the Employer from time to time. This amount would be paid to the Security guard and House Keeping Persons by RTGS only after deducting the employee's contribution of PF, ESI as prescribed by the Government from time to time. The

payment to the Security guards should be made within 5th day of the next month for which the payment is due without waiting for the payment of his invoice to the Employer.

19. The Service Provider shall deposit the Employer's contribution of PF and ESI as prescribed by the Government from time to time in the accounts of the Security guard and House Keeping Persons through nationalized banks

to the appropriate authorities within statutorily prescribed period without waiting for the payment of his invoice to the Employer.

20. Every effort would be made to ensure that the payment to the Service Provider is made in all respects and supported by the documents as detailed above. Incomplete invoices and those not supported by stipulated documents will be returned for compliance before payment. The Service Provider shall be solely responsible for the delay. Any delay in payment of the invoice provided by the Service Provider shall not be an excuse for making delayed payment to the staff regularly by the stipulated dates. The Service Provider should have ample financial resources to meet such exigency for a period of at least three months. The payment to the Security guards would be made by RTGS/NEFT only.

21. The Annual Statement of Accounts in respect of ESI & PF issued by the concerned Head of the organization shall be furnished to each of the Security guards with copy to the Employer.

22. The Service Provider who is entrusted with the task of providing Security guard and House Keeping Persons to BBMP will be solely responsible for performance of the duty entrusted to the Security guards. If the services rendered are found to be unsatisfactory, even after issue of notices/warnings to that effect, or if the Service Provider does not follow the Terms and Conditions of this Contract, this Contract will be terminated by issue of two months' notice. No claim what so ever would be entertained. The decision of the Employer would be final and binding.

23. Violation of any of the above terms and conditions by the service provider results in termination of contract or forfeiture of performance Security guard and House Keeping Persons or both.

24. Guards shall work in three shifts round the clock on all days of the contract period.

25. The Security Agency shall be the solely responsible for the safety all electrical materials, equipment's in the located places and in case of is any theft / damages to the electrical material / equipment the same shall be made good immediately through class-1 Electrical contractors / transformer repairers and restore the power supply. If the loss is not made good immediately, the restoration work will be taken up by the BBMP through some other agency at the risk & cost of the security Agency and the cost will be deducted out of the immediate subsequent monthly bill of the Security Agency. Further it is responsibility of the agency to lodge necessary complaints with the local police whenever there is theft attempt to theft / damage to the electrical distribution system.

26. The Security personnel shall have required uniform and identity cards as per contract labour act 1970 should be

provided by the security Agency and shall have prior training in the watch & ward.

27. The personnel deployed by the Service Provider shall be covered as per applicable Act and Rules under the ESI, PF, Gratuity and Bonus.
28. The Service Provider shall extend all benefits including leave accruing to them under the various applicable Labour Laws.
29. The service provider shall provide uniforms, ID cards, shoes, socks, hat,belt, muffler, sweatersto the personnel deployed.

30. The Service Provider shall submit his invoice for the previous month before the 10th of the next month. The invoice shall give the following details:

i. Salary paid for the personnel based on attendance (computed at the rates as may be notified by the Employer from time to time per month), the employee's contribution of PF and ESI supported by attendance sheet;

ii. Employee's contribution of PF and ESI supported with proof of having deposited the same with the appropriate authorities;

iii. Service Provider's fees computed on the total of 1 to 2 above;

iv. Invoice should be accompanied by PF & ESI challans of the previous month. Remittance should match with the deductions made in the bill.

31. Incomplete invoices and those not supported by stipulated documents will be returned for compliance before payment. The Service Provider shall be solely responsible for the delay. Any delay in payment of the invoice provided by the Service Provider shall not be an excuse for making delayed payment to the staff regularly by the stipulated dates. The Service Provider should have ample financial resources to meet such exigency for a period of at least three months. The payment to the personnel would be made by RTGS directly to personnel deployed accounts only.

# SECTION VI – CONTRACT OF SERVICE PROVIDER'S SERVICES

## 1. Form of Contract

This CONTRACT (hereinafter called the "Contract") is made the …… day of the month of ……., 2023, **BETWEEN** on the one hand, ……
(Hereinafter called the "Client") **AND** on the other hand, ……(Hereinafter called the "Service Provider"). WHEREAS

A. the Client has requested the Service Provider to provide certain services as defined in the RFP document, GCC (General Conditions of Contract attached to this Contract (hereinafter called the "Services");

B. the Service Provider, having represented to the Client that they have the required professional skills, and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

1) The following documents attached hereto shall be deemed to form an integral part of this Contract:
   a) The General Conditions of Contract (hereinafter called "GC");
   b) The Special Conditions of contract (hereinafter called "SC");
   c) RFP document
   d) Terms of reference
2) The mutual rights and obligations of the Client and the Service Provider shall be as set forth in the Contract, in particular:
   a) The Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
   b) the Client shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

FOR AND BEHALF OF

BRUHATH BENGALURU MAHANAGARA PALIKE

By, Executive Engineer

Project South

Division

FOR AND BEHALF OF

[Name of Service

Provider] By

[Authorized Signatory]

# 2. General Conditions of Contract

## General Provisions

### Definitions

1) Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

   a) "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;

   b) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;

   c) “Effective Date” means the date on which this Contract comes into force.

   d) “Contract Price” means the price to be paid for the performance of the Services;

   e) "GCC" means these General Conditions of Contract;

   f) "Government" means the Government of Karnataka;

   g) "Local currency" means Indian National Rupee;

   h) "Party" means the Client or the Service Provider, as the case may be, and Parties means both of them;

   i) "staffs" means persons hired by the Service Provider or by any Sub-Service Provider as employees and assigned to the performance of the Services.

   j) "SCC" means the Special Conditions of Contract by which these General Conditions of Contract may be amended or supplemented;

   k) "Services" means the work to be performed by the Service Provider pursuant to this Contract as described in TOR; and

   l) ‘Third party” means any person or entity other than the Government, the Client, the Service Provider.

### Law Governing the Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

### Language

This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

### Notices

Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail specified in this RFP.

**Location**

The Services shall be performed at such locations as are specified in the RFP.

**Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Service Provider may be taken or executed by the officials specified in the RFP.

**Taxes and Duties**

The Service Provider shall pay the taxes, duties, fees, levies and other impositions levied under the existing, amended or enacted laws during life of this contract and the client shall perform such duties in regard to the deduction of such tax as may be lawfully imposed.

It is the responsibility of the Service Provider to strictly abide by the Indian Labour Laws and Acts, including but not limited to payment of TDS, PF, ESI, Service Tax to the Government.

**Commencement, Completion, Modification, and Termination of Contract**

**Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by both Parties.

**Commencement of Services**

The Service Provider shall begin carrying out the Services within fifteen
(15) days after the date the Contract becomes effective.

**Expiration of Contract**

Unless terminated earlier pursuant to Clause 2.2.7, this Contract shall terminate at the end of 12 months.

**Modification**

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties or as instructed by BBMP.

**Force Majeure**

**1) Definition**

a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

**2) No Breach of Contract**

a) The failure of a Party to fulfill any of its obligations

under the contract shall not be considered to be a breach of, or default under this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event

(a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions

of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

**3) Extension of Time**

a) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

**4) Payments**

a) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

**Suspension**

The Client may by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fail to perform any of their obligations under this contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Service Provider to remedy such failure within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension.

**Termination**

**1) By the Client**

a) The Client may terminate this Contract, by not less than sixty (60) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (b) through (e) of this Clause 2.2.7 (1) and sixty (60) days in the case of the event referred to in (g):

b) if the Service Provider do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days of receipt after being notified or within such further period as the Client may have subsequently approved in writing;

c) if the Service Provider (or any of their members) become insolvent or bankrupt;

d) if, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

e) if the Service Provider, in the judgment of the Client has engaged in corrupt or fraudulent practices in

competing for or in executing the Contract.

f) For the purpose of this clause:

i) “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.

ii) “Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of GOK, and includes collusive practice among Service Provider (prior to or after submission of proposals) designed to establish prices at artificial non- competitive levels and to deprive GOK of the benefits of free and open competition.

g) if the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

h) Service Provider and their staff if fails to strictly adhere to the Information Technology Act 2000 and its subsequent amendments at all times

**2) By the Service Provider**

a) The Service Provider may terminate this Contract, by not less than ninety (90) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (i) through (iii) of this Clause 2.2.7 (2):

i) if the Client fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 hereof within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue;

ii) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same with in forty-five
(45) days (or such longer period as the Service Provider may have subsequently approved in writing) following the receipt by the Client of the Service Provider’ notice specifying such breach;

iii) if, as the result of Force Majeure, the Service Provider are unable to perform a material portion of the Services for a period of not less than sixty (60) days.

**3) Cessation of Rights and Obligations**

a) Upon termination of this Contract pursuant to Clause GCC 2.2.7, or upon expiration of this Contract pursuant to Clause GCC 2.2.3, all rights and obligations of the Parties hereunder shall cease, except:

i) such rights and obligations as may have accrued on the date of termination or expiration;

ii) the obligation of confidentiality set forth in Clause GCC 2.3.3 hereof;

iii) any right which a Party may have under the Applicable Law.

**4) Cessation of Services**

a) Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 2.2.7 (1) or GCC 2.2.7 (2) hereof, the Service Provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a

minimum. With respect to documents prepared by the Service Provider and equipment and materials furnished by the Client, the Service Provider shall proceed as provided, respectively, by Clauses GCC 2.3.7 and GCC 2.3.8.

**5) Payment upon Termination**

a) Upon termination of this Contract pursuant to Clauses 2.2.7 (1) or
2.2.7 (2), the Client shall make the following payments to the Service Provider:

i) Payment for Services satisfactorily performed prior to the effective date of termination;

ii) except in the case of termination pursuant to paragraphs (b) and (c) of Clause 2.2.7 (1), reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

## Obligations of the Service Provider

### General

The Service Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub-Service Provider or third parties.

### Conflict of Interest

**1) Service Provider Not to Benefit from Commissions, Discounts, etc.**

a) The remuneration of the Service Provider pursuant to Clause 2.6 shall constitute the Service Provider' sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the staffs, any Sub-Service Provider, and agents of either of them, similarly shall not receive any such additional remuneration.

**2) KPPP Rules of Funding Agencies**

a) The service provider should not collect any funding from the agencies.

**3) Service Provider and Affiliates Not to engage in certain Activities**

a) The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and their affiliates, be disqualified from providing services for any project resulting from or closely related to the Services.

**4) Prohibition of Conflicting Activities**

a) Neither the Service Provide the staffs shall engage, either directly or indirectly, in any of the following activities:

i) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract; or

ii) after the termination of this Contract, such other activities as may be specified in this RFP.

**Confidentiality**

The Service Provider, and the staffs of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Client's business or operations without the prior written consent of the Client.

**Insurance to Be Taken Out by the Service Provider**

It shall be the responsibility of the Service Provider to obtain necessary and required insurance(s) to all their staff posted at the Clients locations.

**Service Provider' Actions Requiring Client's Prior Approval**

1) The Service Provider shall obtain the Client's prior approval in writing before taking any of the following actions:

a) entering into a subcontract for the performance of any part of the Services, it being understood (i) that the selection of the Sub- Service Provider and the terms and conditions of the subcontract shall have been approved in writing by the Client prior to the execution of the subcontract, and (ii) that the Service Provider shall remain fully liable for the performance of the Services by the Sub-Service Provider and its staff pursuant to this Contract;

**Reporting Obligations**

Deleted.

**Documents Prepared by the Service Provider to be the Property of the Client**

The Service provider shall not use these documents for purposes unrelated to this Contract without the prior written approval of the Client. All Intellectual Property Rights (IPR) of the data, information, etc. created, generated, written, prepared, etc. shall be the sole property of the Client.

**Equipment and Materials Furnished by the Client**

Equipment, and other materials made available to the service provider by the Client or purchased by the service provider with funds provided by the Client shall be the

property of the Client and shall be marked accordingly. Upon termination or expiration of this Contract, the service provider shall make available to the Client an inventory of such equipment and materials. While in possession of such equipment, and other materials, the Service provider, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their replacement value. The service provider should maintain all the equipment and other materials handed over during the agreement in his own expense.

### Service Provider' Personnel

#### Description of personnel

As defined at 3.3.2,

#### Removal and/or Replacement of personnel

1) Except as the Client may otherwise agree, no changes shall be made in the Staff. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key staff, the Service Provider shall forthwith provide as a replacement a person of equivalent or better.
2) If the Client finds that any of the staff have (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the staff, then the Service Provider shall, at the Client's written request specifying the grounds there for, forthwith provide as a replacement a person with qualifications and experience acceptable to the Client.
3) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of staff
4) In case the staffs of service provider want to resign during the contract period, the staff shall provide a notice period of 90 days to the Client or the notice period approved by client on a case-to-case basis.
5) In case the Client wants to replace any staff, the Service Provider shall replace the staff within 30 days or as per the time period specified by the Client on a case-to-case basis.

## Obligations of the Client

### Assistance and Exemptions

a) Unless otherwise specified, the Client shall use its best efforts to ensure that the appropriate for the prompt and effective implementation of the Services;

#### Services and Facilities

Services as per TOR.

## Payments to the Service Provider

### Lump Sum Remuneration

The Salary to the staff should be paid as per the Labour department government of Karnataka.

### Contract Price

The Contract price will be salary as per the Labour department government of Karnataka and the service charges quoted by the successful bidder.

**Payment for Additional Services**

Nil.

**Terms and Conditions of Payment**

a) Receipt of payment of P.F, ESI as applicable.

b) Attendance extract.

c) Payment receipt details transferred through NEFT/RTGS to the account of concerned Security guards.

d) The bills of every month should be submitted along with the amount paid through RTGS to staff with the copy of RTGS, ECR challans of ESI/PF paid for the month.

e) The Service Provider shall pay the personnel at the rates as may be notified by the Employer from time to time. This amount would be paid to the personnel by RTGS only after deducting the employee's contribution of PF, ESI as prescribed by the Government from time to time. The payment to the personnel should be made within 5th day of the next month for which the payment is due without waiting for the payment of his invoice to the Employer.

f) The Service Provider shall comply with all the requirements of the various applicable law, Acts and Rules and shall obtain required licenses, permissions, and maintain all the registers and documents as required by law and also submit periodical returns as required to the appropriate Authorities with a copy to the Employer for record. It is also his responsibility to ensure compliance of any requirement as may be prescribed by the Employer. The Service Provider shall be solely responsible for any damages, fines or other action due to failure or lapses of any of the personnel deployed by the service provider.

g) The Service Provider shall deposit the Employer's contribution of PF and ESI as prescribed by the Government from time to time in the accounts of the personnel through nationalized banks to the appropriate authorities within statutorily prescribed period without waiting for the payment of his invoice to the Employer.

h) Bills should be submitted by 5th of every month through concerned officer.

i) The authorized officer will forward the bill to the ACF.

j) Payment will be made to the bidder after deducting taxes as payable under Applicable law and after taking into account any deduction/ fine / penalties imposed by Bruhat Bangalore MahanagarPalike.

k) In case of dispute, the undisputed amount will be paid and the disputed amount will be verified and if found in order shall be paid along with the bills for the following month if not, the same be disallowed.

l) Penalties:

| Sl. No. | Item | Penalty |
|---|---|---|

| | | |
|---|---|---|
| 1 | Not Deputing staffs in time. | 0.5 % of monthly fee payable |
| 2 | Non-disbursement of salary to the staff before 5th of the month due; | penalty of 2% of the particular bill amount submitted for payment. |
| 3 | starting the services | 5% per day to a maximum of 10% of contract value including tax if the service provider not starting the services within 15 days from the date of work order. |

m) In case if there is any dispute regarding the payment for any month the decision of the Chief Commissioner BBMP will be final.

**Interest on Delayed Payments**

Nil.

## Settlement of Disputes

**Amicable Settlement**

Save where expressly stated to the contrary in this agreement, any dispute, difference or controversy of whatever nature between the parties, how so ever arising under, out of or in relation to this agreement, shall in the first instance be attempted to be resolved amicably by meetings between the parties.

**Place of Jurisdiction**

All the matter pertaining to court will be at Bangalore Jurisdiction only.

**Arbitrations:**

1) Any dispute which is not resolved amicably shall be finally settled by binding Arbitration, with the Chief Commissioner, BBMP serving as the sole Arbitrator. The place of Arbitration shall ordinarily be the Chief Commissioner's Office. The parties agree the decision or award resulting from such Arbitration shall be final and binding upon the parties.

Pending the submission of and / or decision on a dispute, the parties shall continue to perform their respective obligations under this agreement without prejudice to a final adjustment in accordance with such Arbitration award.

## Performance Security

a) Within 15 days of Notification of Award, the successful bidder shall furnish Performance Security to the Purchaser shall be for the 3% of the total estimated amount, valid up to 60 days after the date of completion of performance obligations under this contract.

b) The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:

i. A Bank guarantee or irrevocable Letter of Credit, issued by a Nationalized/Scheduled bank in the form provided in the tender documents or another form acceptable to the Purchaser; or

ii. A cashier's check or Banker's certified check, or crossed demand draft or pay order drawn in favour of the Purchaser.; or

iii. Specified small savings instruments pledged to the Purchaser.

c) Discharge of the performance Security shall take place not

later than
90 days following the date of completion of the Service Provider’s performance obligations under the contract.

d) In the event of any contractual amendment, the Service Provider shall, within 28 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for 60 days after the completion of performance obligations.

**Risk Clause**

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement. BBMP reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by BBMP from the Contractor Security Deposit or by raising a separate claim.

a. All necessary reports and other information will be handed over to BBMP on a mutually agreed basis and regular meetings will be held with the BBMP_____

b. Service provider and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the BBMP and shall not knowingly lend to any person or company any of the effects or assets of the BBMP under its control.

c. In the event of loss/damage of equipment etc. at the premises of the BBMP due to negligence/carelessness of service provider staff, if established after a joint enquiry, then the service provider shall compensate the loss to the institution.

d. The service provider or its representative/s shall meet BBBMP representative/s regularly to take feedback regarding the services. The service provider will also maintain a suggestion book for comments on the services rendered by it.

e. The service provider shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the premises and shall indemnify BBMP for any loss or damage caused by any act of the service provider or its employees or staff etc.

f. The service provider shall not assign or sublet this Agreement or any part thereof to any third party without the approval of BBMP

g. Training on behavior aspects and ethics must be done regularly. BBMP ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.

f. Licenses if any required for services at the site will be procured by the service provider.

g. Any loss caused to the life and property due to negligence or dereliction of duty of the engaged service provider is to be indemnified by the service provider upto the entire satisfaction of the concerned office.

h. The service provider should have insurance facility of the 110% of contract value including tax.

## Details of the existing contracts

| | Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned | Details regarding the contract | Value of Contract (Rs.) | Duration of Contract | |
|---|---|---|---|---|---|
| | | | | **From** | **To** |
| | | | | DD/MM/YY | DD/MM/YY |
| A | | | | | |
| B | | | | | |
| C | | | | | |
| | Additional information, if any | | | | |

The above format may be used to provide requisite details.

| | |
|---|---|
| Authorized Signature: | Name: |
| Title: | |
| Company Seal: | |
| | |
| | |

# GENERAL ELIGIBILITY CRITERIA

1. The tenderer should have at least 10 Nos. of manpower on his payroll on the day of filing the tender. The tenders having manpower less than this will be rejected.

2. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid. and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid

3. Eligible and willing agencies are advised to visit the Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM after taking permission Competent Authority.

**4.** The Tenderer should upload papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, work plan and list of the Materials , equipments, tools and tackles required for **"housekeeping and Security Service work"**

**5.** Executive Engineer (Project – South ) BBMP reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the **"housekeeping and Security Service work"**

6. Executive Engineer (Project – South ) BBMP reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof

7. Executive Engineer (Project – South ) BBMP reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.

8. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of **"housekeeping and Security Service work"** using appropriate materials and tools/equipments.

9. The Contractor will have to provide standard liveries as approved by Executive Engineer (Project – South )at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.

10. The contractor will arrange all items needed for his House Keepers and Security viz., Tools, Equipment uniform and all other Necessary Materials at his own cost and BBMP will not pay any amount for this.

11. The Contractor will be responsible maintenance of all consumables, items and equipments etc. which are in the Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site as given in which are Hander over to Contractor from the date of entering into the agreement.

12. The Contractor and his own supervisory should Supervise the **"housekeeping Labour and Security Service man working in the** Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site

13. The Contractor should ensure the Health and safety measures of the employees.

14. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.

15. The Contractor at all times should indemnify BBMP against all claims, damages or compensation under the provisions of Payment of Wages Act, Minimum Wages Act or any other law relating thereto and rules made there under from time to time. BBMP will not own any responsibility in this regard.

16. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the State Govt. for Bangalore City. If the rates quoted found below the minimum wages, tender will be rejected.

17. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Central Govt.

18. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by State Govt. This revision will, however, be restricted to revised Minimum Wages only. If the revised Monthly Minimum wages remain less than the Quoted Manpower charges, no revision will be allowed.

**19.** The Contractor should arrange for Thumb impression ( According to ESSL AiFace Mars and ESSL Desktop Software ) Attendances in the Respective the Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site for his **"housekeeping Labour and Security Service man"**

20. 1st Shift will commenced from 6.00 Am to 2.00 Pm, 2nd shift from 2.00 pm to 10.00 Pm and 3rd Shift from 10.00 Pm to 6.00 Am

21. The Contractor Should ensure that the **"housekeeping Labour and Security Service man must and Should do** Thumb impression ( According to ESSL AiFace Mars and ESSL Desktop Software ) attendance in each shift with every 04 hours intervals

22. The Contractor Should ensure that the Every Month Must and Should Certification of Attendance from respective Officer of In charge of Play Ground and HOD of BBMP Office and Other Building

23. The Contractor Should rise Bill Every 1st Week of Month..

24. The Contractor Should Submit Bill Before 10 the of the Every Month to Executive Engineer (Project – South ) office along with attendance Certification obtained from the respective Officer of In charge of Play Ground and HOD of BBMP Office and Other Building

25. Payment of the Bill will be Made on basis of Verification of attendance sheet ( Thumb Impression i,e Monthly Computer generated attendance Sheet which is duly signed by HoD of concerned areas )

26. The Payment of wages Shall not be linked to the payment of bill by BBMP

27. Once the house keeping staff and Security man is allotted an area of work he or she will be under supervision of HoD of concerned areas

28. Any misconduct / mis behavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to Executive Engineer (Project – South )

29. Any Complaints regarding Non Cleaning and misbehave by "**housekeeping Labour and Security Service man"** penalty will be laid as per decision by competent authority

30. The housekeeping and Security Service Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi work for labour portion shall excludes GST Charge and other all Charges

31. Once the house keeping and Security staff is allotted an area of work he or she will be under supervision of HoD of concerned areas and in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the HoD of concerned areas.These instructions should be considered as the scope of work

32. The Contractor Should Provide all items and consumables to his housekeeping and Security staff as per site / Work condition and as per BOQ

33. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the State Govt. for Bangalore City. If the rates quoted found below the minimum wages, tender will be rejected

34. Under any Circumstances what so ever, the man power deployed shall be paid wages not below the minimum wages set by the state Govt

35. The Contractor should ensure to maintain adequate no. of manpower as per BOQ and also arrange a pool of stand-by housekeeping and Security staff In case any housekeeping and Security staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the deputed workers found

are less than the minimum required as per BOQ on any day, penalty @ Rs. 1000/- per worker per day will be deducted from the bill. Payment will be done only for the staff who was on duty and for absentees payment will not be made

36. The Contractor shall, in performing its part of this Agreement, ensure the safety and thefts of the building, machinery ,its equipments, furniture, fixtures and the persons working in or visiting the BBMP Office, Other Building and Play Ground premises and shall indemnify BBMP Office, Other Building and Play Ground, for any loss or damage caused by any act of the Contractor or its employees or staff etc.

37. All the cleaning materials such as Soaps, Mops, room fresheners, disinfectants, dust pans, buckets, wipers , gloves dust ers, scrubbers, sponge, brooms, brushes and all other necessary materials will be supplied by Contractor

# SCOPE OF WORK

All open, covered and Built up area within the boundary of Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site are Described below will be in the scope of housekeeping and Security services to be provided by the contractor.

## CLEANING SERVICES

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Competent Authority of BBMP . Executive Engineer (Project – South ) BBMP will also monitor the entire work and staff.

## (A) DAILY SERVICES

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9.00 AM in all BBMP Offices and Other Buildings where office work starts at 10:00 AM.

Housekeeping and Security staff has to do following activities for all Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi site All open, covered and Built up area

1)Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. at hourly basis.

2) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, corridors, ceilings, office rooms, Meeting rooms every two hours or as per requirement/direction.

3)Cleaning ,and Sweeping with Brooms of Open Play Ground and Mopping with Disinfectant of Open Gallery Steps and Other areas every day as per requirement/direction.

4) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.

5) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

6) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within Premises

7) Spraying room fresheners in all rooms on twice a day basis or as per requirement/direction

8)All Play Grounds which are listed in the BOA should be opened morning 6.00Am and closed evening by 8.00 Pm

9) The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets / Rest Rooms

10) Any additional work assigned by the HoD of Concerned areas of BBMP Office, Other Building and Play Ground where the house keeping staff has been placed on duty.

**(B) Weekly Services**

The deep cleaning of the entire area will be done by the Contractor once a week as under:

1) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

2) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, office tables, chairs, doors, windows, furniture, window glasses, grills, curtains etc.

3) Cleaning of all open areas between the building and boundary including sweeping of lawns, paths, cleaning open drains etc or as per requirement/direction.

4) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.

5) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.

6) Cleaning of all windows glasses and grills with detergent/ cleaning agents.

7) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

## Details of Current Working Staff

| Sl No | Name | Employee Code | Qualification | ESI No | PF No | Experience in House keeping (Yrs) |
|---|---|---|---|---|---|---|

## Details of the Existing Contract

| Sl No | Name & Address of the Organisation Name, Designation & Contact Telephone no of the Officer Concerned | Details Regarding the Contract including total man power Deployed | Value of Contract ( Rs) | Duration of Contract | |
|---|---|---|---|---|---|
| | | | | From | To |
| | | | | DD/ MM/ YY | DD/MM/ YY |

# Conditions for  Security Services

1. The Bidder has to provide security guards near the main gate Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi on a 3 shift basis to be manned 24 hours every day. Therefore on a daily basis 3 security guards are required for manning the entrance. Also the deployed security guards has to be patrol the premises.

2. The above security guards should have a minimum of three year experience and the above experience condition will be waived if they are ex-servicemen.

3. The security guards will wear a uniform while they are on duty with an identity card issued by the contractor.

4. The security guards should have a minimum qualification of SSLC and they should be physically and medically fit and should be in the age of 21 to 50 years.

5. The security guards deployed should be trained in fire fighting and evacuation drill in times of emergency.

6. The bidder and security guards is responsible for any thefts or mischief which may occur in the premises to any of the fittings or fixtures in the Referal Hospital and C.S.Ashwath KalaBhavana in ward no 210 (Old ward no 154) Basavanagudi.

## Checklist for Documents to be submitted

*[IMPORTANT NOTICE: The following checklist of documents should be submitted by the bidder in this bid. The following list is only an illustrative list and not the complete list of documents. Bidders may please note that, in case one or more documents as required in the tender document are not submitted in the bid, as per the format mentioned in the RFP document and in clear & readable format, before the RFP due date and time, then the bid submitted by the bidder shall be liable for outright rejection. The Client shall not accept any document which have not been uploaded before the RFP due date and time. Therefore, the bidders are requested to read the RFP document carefully and submit/upload the complete list of documents as required in the RFP document.]*

| | |
|---|---|
| 1. | Earnest Money Deposit (EMD) 60,000.00/- |
| 2. | Annual Turnover statement of three years 2020-21, 2021-22. 2022-23 certified by Chartered Accountant, bidder should meet one time the estimated valuei. 30.00 Lakhs. |
| 3. | GST registration certificate. |
| 4. | EPF registration certificate. |
| 5. | ESI registration certificate. |
| 6. | GST returns, ESI, EPF paid challans For one year 2020-21, 2021-22. 2022-23 |
| 7. | Labour Department registration certificate. |
| 8. | Certificate of Incorporation in case of Private Limited / Public Limited |
| 9. | PASARA License |
| 10. | Previous work Done certificates **04 Security guards and 07 House keeping persons or amount of Rs.23.50 Lakhs for providing security and House kepping persons** in any of the three financial years, i.e., 2020-21, 2021-22. 2022-23.<br>(Work Done Certificate) |